

VOLUNTEER



INFORMATION

ROUND ROCK PUBLIC LIBRARY SYSTEM

ROBERT G. & HELEN GRIFFITH

PUBLIC LIBRARY BUILDNG

216 EAST MAIN STREET

ROUND ROCK, TX 78664

218-3279

Virginia Hadley, Volunteer Coordinator

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Library Hours:

Mon.-Thurs. 9:00am-9:00pm

Fri., Sat. 9:00am-6:00pm

Sun. 1:00pm-6:00pm



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ROUND ROCK PUBLIC LIBRARY SYSTEM

VOLUNTEER GUIDELINES

Recruitment and Selection

The Library is seeking to recruit and retain a cadre of volunteers who have a long-term commitment of service to the Library and the larger community of Round Rock. Volunteers may be referred to the Library through the Round Rock Volunteer Center. They may also be selected directly by a Library Volunteer Team member or a Library Supervisor in cases where the volunteer contacts them in person. Volunteers shall be selected and placed on the basis of qualifications such as experience, knowledge, education, mental and physical skill or ability necessary to perform the job. Each step of the recruitment and selection process will be free from any discrimination based on an individual's race, sex, color, religion, national origin, age (except for minimum age requirements), or handicap. **Individuals who need to fulfill court appointed community service restitution (CSR) hours will need to fill this need elsewhere.** The Library has a Teen Volunteer Program with special guidelines. See the section on teen volunteers.

All applicants will be required to submit an application. Adult applicants will be interviewed by a Library Volunteer Team member to assess their qualifications, skills and preferences to insure a good fit with the library's structure and to determine if there is a need for documented references or a background check. Submission of the application and acceptance into the volunteer program constitutes an agreement between the Library and the volunteer.

Application

There are two different application forms, one for adults and one for teens. Applications are available online. Applicants need to complete the form with all the required signatures and bring this form to an orientation session.

Orientation

Orientation is required and provided to all volunteers. Orientation is given to ensure that each new person feels welcomed and receives adequate information about the job requirements and environment. All volunteers are required to attend an orientation. Orientation will cover a brief overview of the volunteer program and its requirements. The orientation guide will give each applicant a copy of the volunteer handbook and will collect all required paperwork: completed applications, signed Volunteer Code of Rules and Ethics document, and letters of recommendation from teen applicants.

Interview

Adult applicants should make an appointment with a member of the Volunteer Team to discuss their volunteer desires and to determine the best fit for them within the Library's structure. The team member will take this opportunity to get to know the volunteer and to assess qualifications, skills and personal preferences as to the type of work to be performed. The interview may be scheduled either before or after orientation.

Background Checks

Youth Services' applicants working directly with youth either in a Library-sponsored outreach program or in the Library will be required to submit to a criminal background check. Other applicants may also be required to complete a background check if the Library deems that now or in the future their position is such that they will be working with individuals who may be classified as vulnerable. The applicant is sent to the Round Rock Volunteer Center who will perform the background check. The results of the background check are given to the Library Volunteer Coordinator. Applicants who have been convicted of a felony within the last 10 years may be excluded from placement within the library. Those who have been convicted of a crime classified as an offense against the person, offense against the family, or public indecency will be prohibited from volunteer duties in the Library.

Volunteer Management System

Files will be kept on each volunteer. The file will include the application, any letters of recommendation and the signed Rules and Ethics document. For Youth Services' outreach volunteers and other applicable volunteers, criminal background checks are not kept at the Library. Information from the background check will not be shared. This information will only be retained in a locked drawer in the Volunteer Center. Hours recorded by volunteers are collected at the end of each month and entered into an Excel spreadsheet. The Library collects volunteer hours for statistical purposes. A volunteer may request a record of the hours that they have worked from a Volunteer Team member.

Job Descriptions

Job descriptions will include purpose, duties and responsibilities with skills required. Job descriptions will be reviewed annually. Supervisors will assess job changes or requirements and give these changes to the Library Volunteer Coordinator or a Volunteer Team member.

Training

Each supervisor or designated staff member will train the volunteer for the specific job. Training will include personal instructions on the skills, knowledge and specific information needed to perform the job in a competent and safe manner. Inability to learn the job requirements or perform in a reliable manner will be grounds for dismissal or reassignment.

Volunteer Responsibilities

The Round Rock Public Library's Volunteer Code of Rules and Ethics covers the majority of the requirements that the library asks of its volunteers. See *Appendix A*.

Volunteers need to notify the library if they will be missing their scheduled hours as soon as possible. In addition, volunteers who interact with children or seniors in library sponsored programs as part of their volunteer duties will be required to successfully complete a background check administered by the Round Rock Volunteer Center or another organization designated by the City of Round Rock.

Special requirements for teen volunteers:

- Provide a letter of recommendation
- Provide parental/guardian signatures on their applications
- Abide by the dress code of the Round Rock ISD

Attendance

Volunteers are responsible for notifying their supervisor if they cannot work at the agreed-upon time. Two no-shows without calling will result in the canceling of the volunteer agreement.

Please contact the library at this number: **218-3277**. Please clearly state your name, the name of your supervisor and the days you will be absent. An email is acceptable two or more days ahead of the scheduled time.

Reassignment and Schedule Changes

If the volunteer wishes to change jobs, the volunteer should contact the Volunteer Coordinator or their supervisor for reassignment. The Library will consider creating new volunteer jobs to meet the library needs at that time. Reassignments are made if there is a need the volunteer can meet. Schedule adjustments should be made with the appropriate supervisor.

Corrective Measures

If there is misconduct or poor job performance, the supervisor will advise the volunteer and work with them to correct the problem. If the situation is not corrected, a volunteer may be reassigned or released. Status and progress will be communicated by the supervisor to the Volunteer Coordinator.

Release of Volunteers

The immediate supervisor or the Library Volunteer Coordinator may terminate volunteers. The immediate supervisor will communicate the reasons for termination with the Volunteer Coordinator. Reasons for termination will be documented. The Volunteer Coordinator will evaluate the situation and work with the supervisor and the volunteer to see if release is necessary or advisable or if the situation can be changed in a positive manner.

Recognition

The library recognizes volunteers annually and encourages the individual departments to utilize informal recognition to all volunteers on a regular basis. Teen volunteers are recognized in the summer when there is no school to conflict with the celebration.

E-newsletter

A quarterly newsletter is emailed to all our current volunteers if they have provided the Library with an email address. Otherwise the newsletter can be read online from the volunteer pages of the Library's website. A few print copies will be available at the time of publication. The newsletter will be published the first of February, May, August and November.

Teen volunteers

The Library welcomes teen volunteers and wishes to foster an environment that encourages a life-long spirit of community service, especially to libraries. We will actively work with other organizations that share this common goal. The Library has a Teen Volunteer program that has two distinct components: the Summer Reading Program and a Year-Round Volunteering

Program which includes summer. Teen volunteers must be enrolled in high school or at least 13 years of age. They must provide a formal letter of recommendation from a non-family member such as a teacher, pastor or scout leader. Parental consent is required for teens to volunteer in the library.

Appendix A



VOLUNTEER RIGHTS AND RESPONSIBILITIES

As a volunteer it is your responsibility to:

- ◆ Accept a job position that is suitable to your skills and ability.
- ◆ Fulfill your time commitment by reporting on time and staying for your scheduled shift.
- ◆ In cases of emergency or illness notify your supervisor and/or Volunteer Coordinator early enough that a substitute can be found if needed.
- ◆ Use time wisely and do not interfere with the performance of others.
- ◆ Abide by the appropriate Dress Code. Volunteers are required to wear their badges.
- ◆ Be considerate, respect the competencies of others and work with the staff and other volunteers.
- ◆ Accurately record the total hours you have worked (to the nearest ¼ hour).
- ◆ Adhere to library rules and procedures.
- ◆ Uphold Volunteer Code of Rules and Ethics.
- ◆ Notify the Volunteer Coordinator if you plan to terminate your duties as a volunteer.
- ◆ Always be respectful and polite to all patrons and staff.
- ◆ Perform the duties that have been assigned to you to the best of your abilities.

As a volunteer it is your right to:

- ◆ Be provided orientation, training and staff coordination for the job you accept.
- ◆ Expect that your time will not be wasted by lack of planning or coordination.
- ◆ Know whether your work is effective and how it can be improved.
- ◆ Be given appropriate recognition of your contributions.

The Library has the responsibility to:

- ◆ Use volunteers to extend services so more can be done without displacing paid workers.
- ◆ Define volunteer positions that are available and positions that may commensurate with your abilities
- ◆ Give you the same careful attention as a paid employee and assign you a staff member.
- ◆ Provide orientation and training to increase your skills.
- ◆ Give volunteers the same courtesy as other staff members.
- ◆ Provide appropriate informational mail and updates on new procedures.

The Library has the right to:

- ◆ Decline acceptance of a prospective volunteer if the person seems unsuitable for the position, and to refer him/her to alternative volunteer opportunities with other institutions.
- ◆ Know that you will fulfill your assignment as agreed upon or you will notify staff in advance when you cannot.
- ◆ Expect you to ask for a change in job position if it is too demanding or not meeting your expectations.
- ◆ Release a volunteer after two unscheduled absences.

Appendix B



VOLUNTEER AGREEMENT

As a new volunteer to the Round Rock Public Library or as a parent of a volunteer under the age of 18 years old, I (we) understand and agree to the following:

- I have read and understand the Volunteer Code of Rules and Ethics and the information in the Volunteer Handbook, and agree to abide by the policies and procedures set forth in it.
- I certify that I am capable of performing the duties set forth in my job description and know of no condition, which would preclude my performance of those duties.
- I will maintain my commitment for at least 30 hours of service as a library volunteer (unless an exception has been made in advance).
- I will participate in orientation and training; perform my duties as specified by my supervisor and adhere to the work schedule agreed upon with my supervisor.
- I will demonstrate professional behavior while volunteering and refer questions from the public to the Library Managers, Reference Librarians, Youth Librarians, Supervisors, and Library Staff.
- I will maintain frequent communication with my supervisor and notify my supervisor of any leave of absence.
- I understand that failure to meet any of the responsibilities listed above may be cause for dismissal.
- I give the library permission to use, re-use, publish, and republish any picture taken of me while volunteering or in attendance at promotional events, for any purpose whatsoever without restriction as to alteration; and to use my name in connection therewith. I release the photographer and the Round Rock Public Library from any and all claims or demands arising out of or in connection with the use of the photographs, including without limitation any and all claims for libel or invasion of privacy.

☐ Yes ☐ No

- As a parent of a volunteer who is under the age of 18 years old, I understand that once the library closes in the evening, library staff will not be available and the volunteer must leave the building. I understand that the safety of my child is my responsibility and release the library of any liability for a child left unattended.

I have read, understand and agree to the above release, authorization and agreement.

Date _____

Volunteer Signature _____

Print Name _____

For volunteers under 18 years old:

Date _____

Parent Signature _____

(Revised 1/11 vh)

Appendix C

DRESS CODE from the RRISD Student Handbook

(text taken from RRISD website)

There is a close relationship between high standards of dignity and pride and proper grooming which all contribute to an appropriate learning environment. Modesty will be the dominant feature in all clothes. Attire shall be clean and unoffensive. The student and parents share in the responsibility for proper grooming of the student; **however, the campus principal has the final authority concerning propriety of clothes, hairstyle, and jewelry.**

Unacceptable Clothing and Accessories

- Shorts shorter than mid-thigh or shorter than the tips of the fingertips, whichever is shorter
- Spandex shorts or pants
- Shorts that are distracting, including wind shorts, jogging shorts, bicycling shorts/pants or other tight fitting shorts
- Extremely short shirts, halter tops, tank tops or other shirts with deep-cut openings or shirts that do not cover the shoulders and/or midriff*
- Any clothing which may reveal undergarments
- Skirts that detract from the learning environment
- Torn, cut, ripped, frayed jeans/clothing
- Slacks/pants/shorts worn below the waist
- Duster coats/trench coats
- Tight fitting clothing
- Clothing, accessories, or tattoos with reference to alcohol, drugs, sex, tobacco, vulgar language, violence, gang-related affiliation, or other symbols that detract from the learning environment
- Gang-related attire (colors, bandanas, shoe laces, symbols)
- Bedroom attire (pajamas, slippers, etc.)
- Visible body piercing, including the tongue, eyebrow, excluding the ear**
- Caps, hats, or any other head covering in the building
- Bandanas
- Excessive or distinctive make-up
- Chains which have the potential to be used as a weapon
- Collars intended for use on animals, including spiked collars
- Hair which is not a natural human color (yellow, blue, pink, etc.) or which may cause disruption to the school environment

* Sheer shirts covering unacceptable clothing are NOT acceptable and do NOT meet the standards of the dress code.

**** Covering body piercing with bandaids, tape, or any other temporary covering is NOT acceptable and does NOT meet the standards of the dress code.**

CITY DRESS CODE

(text excerpted from Human Resources Policy and Procedure Manual)

5.12 UNIFORMS AND GENERAL DRESS GUIDELINES

purpose To provide general guidelines on appropriate dress and professional appearance for employees.

POLICY Uniforms and/or logo apparel are provided to eligible employees for identification and for personal convenience. It is the City's policy that employees who are issued uniforms shall wear them during all scheduled work hours at the City. Employees who are not provided with uniforms shall dress in a manner appropriate for their duties which present a professional and businesslike appearance.

DEFINITION For the purpose of this policy, uniforms shall include: Uniform company issued attire consisting of trousers, jeans, shorts, shirts, and City logo shirts to be worn as part of a uniform.

This policy does not address Police or Fire Department uniforms for sworn personnel.

GUIDELINES Uniforms are furnished for employees who in the course of their regular job duties meet the following criteria:

1. Fostering public safety; (when the employee must be readily identifiable to the public as a figure of authority or when the employee's duties require frequent access to private property in an official capacity)**,
2. Maintaining employee safety; (where the uniform provides a degree of protection not afforded by street wear, e.g. overalls, smocks, etc.),
3. Preventing employee hardship; (when the nature/extent of the position poses a greater chance in the of degradation of clothing due to excessive dirt, grease or corrosive materials, etc), and,
4. Adhering to professional or trade practices. (Where certain types of dress conform to the expectations of the organization and the employee needs to be identified as a part of a specific work group).

Uniforms shall not be provided

1. To enhance employee or organizational morale or esprit de corps;
 2. To augment an employee's compensation; or
 3. To substitute for a normal, common sense dress code or the enforcement of such a code.
-

Non-uniformed Personnel

1. Employees clothing must be neat, clean, and not noticeably worn, torn, or patched.
2. Employees shall not display any tattoos, body art or branding with an offensive design, logo, or wording.
3. Clothing brand logos and collegiate are acceptable. The commercial names and logos of hotels, casinos, bars; alcohol or drug related logos or slogans; other advertising; and obscene, suggestive or slang logos shall not be worn. Additionally, clothing advertising company's that the City may have business dealing with should not be worn (e.g. contractors, service providers, etc.)
4. Clothing not generally accepted as casual business attire will not be allowed – e.g., halter tops, spaghetti strap dresses/tops, exposed midriff, back-less dresses, transparent or semi-transparent fabrics, extremely short dresses or skirts, form-fitting shirts, blouses, sweaters and trousers.
5. Sleeveless shirts, blouses or sweaters may be worn provided they do not expose any part of the undergarments.
6. Appropriate footwear includes: tennis shoes, sandals, "dress" shoes, flats, heels and boots.

DEPARTMENT DRESS STANDARDS

Due to business needs, department may develop, uniform and dress standards that are stricter than the guidelines set forth in this policy.

RELATED POLICIES

Departmental Policies and Directives

EFFECTIVE DATE

Revised March 24, 2004

Appendix E

TIGERS IN SERVICE, Stony Point High School

Stony Point HS encourages their students to perform volunteer service. In return, students received a Community Service cord to wear at graduation in recognition of their service. The Tigers in Service mission is: "To facilitate, encourage, and support student volunteerism in the community." Their vision is "TIGERS IN SERVICE seeks to have every student serve a minimum of 80 volunteer hours before graduation."

Stony Point's requirements are:

- All hours worked during the school year must be turned in by the end of the year
They prefer more frequent submission to ease workload
- Hours worked during the summer must be turned in by the end of the first six weeks of school
- All graduating seniors must turn in all of their hours by April 1

Per agreement with the school, the Library will:

- Sign the student form
- Provide our normal letter acknowledging students' hours of service upon their request three times a year
 - December (September to November hours),
 - May (December to April hours)
 - September (May to August hours)
- Hours worked during the last month of the school year may be included in the summer hours and turned in by the end of the first six weeks
- If student is not volunteering during the summer, they may request their May hours at any time after the first of June
- Exception: Graduating seniors will receive letter and have their final form signed by the last week of March

Students' responsibility

- Request a letter from either the Volunteer Coordinator or the Volunteer Team member who oversees their work
 - Make the request at the beginning of the above listed months
 - Indicate for which months you need the letter
 - Indicate how they want to obtain their letter
- Complete the school form
- Bring both the form and the letter to a staff member (preferably a member of the Volunteer Team for signature)
- Graduating seniors must to complete their hours and request their final letter prior to March 15th and make arrangements with the Volunteer Coordinator for completing their paperwork

Appendix F

Staff Directory

(Volunteer Team Members are bolded and have their email address listed)

General Contacts:

Public Services (downstairs)	218-7008
	218-7001
Public Services (upstairs)	218-7000
Tech. Services (backroom)	218-3269
	218-7005
Youth Services	218-7012

Administration:

Michelle Cervantes	Library Director	218-7010
Tricia Brauer	Horizon System Administrator	218-7007
	triciab@round-rock.tx.us	
Dora Owens	Administrative Tech.	218-7005
Said Horozovic	Building Maintenance	218-3281

Tech. Services:

Theresa Faris	Technical Services Manager	218-3283
Pat McElveen	Catalog Librarian	218-3282
Geeta Halley	Catalog Librarian	218-7014
Pat Bonewitz	Technical Services Tech.	218-3269
Barbara Fondren	Technical Services Tech.	218-7013
Rehana Vohra	Technical Services Tech.	218-3269
	rvohra@round-rock.tx.us	

Public Services:

Michelle Cervantes	Public Services Manager	218-7018
Linda Sappenfield	Public Services Librarian	218-7063
Chris Sauder	Public Services Librarian	218-7064
Linda Clark	Public Services Librarian	218-7000
Errika Miller	Public Services Librarian	218-7000
Chip Hadley	Public Services Tech. IV	218-7008
Candy Moseley	Public Services Tech. IV	218-7008
	cmoseley@round-rock.tx.us	
David Sharp	Public Services Tech. IV	218-7008
Elaine Rodriguez	Public Services Tech.	218-7001
Jane Rase	Public Services Tech.	218-7001
Mary Martinez	Public Services Tech.	218-7001
Elaine Turner	Public Services Tech.	218-7001

Eric Towler	Public Services Tech.	218-7001
Carolyn Johnson	Public Services Tech.	218-7001
Joe Diaz	Public Services Tech.	218-7001
Jordan Rosenthal	Public Services Tech.	218-7001
Regina Sharp	Public Services Tech.	218-7001

Youth Services:

Janette Johnston	Youth Services Manager	218-7002
Andrea Warkentin	Youth Services Librarian	218-7011
Jane Dance	Youth Services Librarian	218-7012
Virginia Hadley	Volunteer Coordinator / Youth Services Tech. IV	218-3279
lib_volunteering@round-rock.tx.us		
Shara Sala	Youth Services Tech.	218-7012

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